

# Embracing Diversity and Better Serving Your Patients and Clients as a Team

a seminar presented by



PO Box 309, Chester, MD 21619 – 443-416-7710

Social Workers, Case Managers, ALM, NHA, CDPs: Please Join us:  
Thursday April 18, 2019

Holiday Inn Express: 1020 Kent Narrows Rd, Grasonville, MD 21638  
Registration at 1pm; Program 1:30pm-4:45pm

## COURSE DESCRIPTION

Effective, focused teams work together to provide the best care for their patients and clients. Patients and clients of various cultures, socioeconomic backgrounds, religions and sexual orientations are admitted to our healthcare facilities each day; we need to be prepared to care for them sensitively. Understanding the diverse backgrounds of our clients as well as awareness of our own cultures promote better clinical outcomes. During this interactive training program, participants will take part in team building activities and assessments highlighting awareness of diversity's impact on teamwork and clinical relationships. This program will also focus on the importance of diverse viewpoints and skills in working as a team.

This workshop is designed for intermediate and advanced level social workers & case managers who have practiced in counseling settings and/or with older adults.



Dr. Ann Morrison, PhD, RN, CLNC

Ann has been working in the nursing field for almost 40 years. She serves as a clinical training consultant and develops custom curriculum design. Ann has completed programs for Advanced Teaching Skills and Curriculum Development & Practicum through the Johns Hopkins School of Medicine. Ann is a Dementia Consultant, Educator and Certified Legal Nurse Consultant with Morrison and Associates. She has served as a part of the faculty of the Johns Hopkins School of Medicine in the Division of Neuropsychiatry and Memory Disorders. Ann has had articles published in several journals including the Journal of the American Geriatrics Society

## REGISTRATION INFORMATION

For questions, concerns or to register, contact Darlene Snow, [darlene@jenerationshealth.com](mailto:darlene@jenerationshealth.com) . Please indicate if you need special accommodations at the time of registration.

### Objectives:

**After attending this course, participants will be able to:**

Discuss the impact of cultural differences on clinical relationships and on relationships within a team.

Describe 2 of the limits we often put on our perspectives.

Write a clear goal with supporting objectives.

Explain the importance of identifying and positively interacting with a variety of personality types when working with a team.

Describe 3 ways communication can impact the strength of a team

### Agenda:

**1:30pm-2:00pm**  
**What is Diversity?**

**2:00pm-2:45pm**  
**Cultural Differences & the impact on the team**

**2:45pm-3:15pm**  
**Creating and Setting Attainable Goals/Objectives**

**BREAK**

**3:30pm-4:10pm**  
**Identifying & Working with Personality Types on a Team**

**4:10pm-4:40pm**  
**Communication Strategies**

**4:40pm-4:45pm**  
**Wrap Up/Conclusions/Evaluations**

Jenerations Health Education, #1494, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Jenerations Health Education maintains responsibility for this course. ACE provider approval period: 01/26/2018-01/26/21. Social Workers completing this course receive 3 continuing education credits.

- Approved for 3 credits for case managers through CCMC
- Approved for 3 contact hours for nursing home administrators through NAB
- Approved for 3 hours for assisted living managers through the Office of Healthcare Quality's Assisted Living Unit
- Jenerations is a Certified Sponsor of professional continuing education with the National Council of Certified Dementia Practitioners and International Council of Certified Dementia Practitioners for members holding certifications as CDP, CDCM and CADDCT. This is approved for 1 CEU

\*Successful completion of this seminar will require attendance for the entire event as well as completion & submission of the evaluation form.

\*Certificates distributed by presenter at the end of the program.

**For grievances, contact Jenerations Health Education at 443-416-7710 or [contact@jenerationshealth.com](mailto:contact@jenerationshealth.com).**